

# **SUPPORT SERVICES MANAGER**

FLSA Status – Exempt

EEO Code – A/Officials and Administrators

Class Code – M280

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## **GENERAL DESCRIPTION OF DUTIES**

This classification is responsible for planning, managing, and coordinating the operations of the Records Section and provides full supervision over technical and administrative staff. The Support Services Manager oversees Police Department personnel administration, grant administration, telecommunications, technology, records management, public release of records and Community Relations. This position develops, plans and implements sections goals and objectives; recommends and administers policies and procedures; and develops and administers specific areas of the department budget.

## **SUPERVISION RECEIVED**

This classification works under the general supervision and direction of the Police Chief.

## **SUPERVISION EXERCISED**

This classification exercises full supervision over technical and administrative support staff in Records, other office support staff and Community Relations; and functional supervision for the department in telecommunications, personnel administration, technology and grant administration.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

1. Participates in planning and the general management of the Police Department, which includes the development and implementation of goals and objectives, policies and procedures, and new programs and functions for the department.
2. Supervises administrative and office staff by recommending hiring actions, recommending and deciding disciplinary actions, coordinating training, scheduling and assigning work, managing performance, and taking appropriate personnel actions according to City employment policies and the collective bargaining agreement with the McMinnville Police Association.
3. Consults with the Police Chief in the formulation of major administrative policies and program development.
4. Develops initial division budget request and administers the approved budget. Oversees the maintenance and monitoring of budgetary controls.
5. Cooperates with other police organizations to coordinate activities and achieve service goals, and represents the department on multi-jurisdictional committees and projects.
6. Participates in public relations programs, which may include speaking to citizen and community groups. Meets with citizens in responding to inquiries, complaints, and requests.

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7. Establishes and maintains effective working relationships with other public safety agencies, City departments, special interest groups, community-based organizations, and the general public.
8. Maintains communication with media representatives regarding reports of Community Relations events.
9. Investigates or supervises the investigation of complaints and allegations of employee misconduct for those employees under the direct supervision of the Support Services Manager.
10. Investigates grievances filed; provide findings of fact and recommendations to the Chief of Police and other appropriate parties for departmental or City action.
11. Completes personnel actions forms (PAF's) for the Police Department.
12. Maintains files, records, and suspense items, including sensitive and personnel records to ensure easy retrieval, safety, and integrity of files and records in accordance with City retention guidelines. Develops and recommends improved office procedures. Enters sensitive and personnel records into Administrative software and archives records and purges documents as appropriate.
13. Maintains travel and training request forms. Registers employees for training and makes travel arrangements.
14. Manages grant files and submits monthly/quarterly financial and progress reports to granting agencies. Tracks grant expenditures through invoices and payroll to ensure the Finance Department has all appropriate documents.
15. Acts as contract administrator and prepares and/or reviews requests for proposals.
16. Follows all safety rules and procedures established for work areas.

## **OTHER JOB FUNCTIONS**

1. Maintains proficiency by attending training conferences and meetings, reading materials, and meeting with others in areas of responsibility.
2. Performs other related duties as assigned.

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## KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge

- Advanced level of knowledge of federal, state, city laws and ordinances related to criminal justice and law enforcement.
- Advanced level of knowledge regarding the principles and practices of police administration, organization and operations.
- Advanced knowledge of the principles of police administration and supervision.
- Advanced knowledge of community resources.
- Advanced knowledge of employment laws and labor agreements.
- Advanced knowledge of laws and administrative rules regarding records retention and public release of information.
- Advanced knowledge of federal and state requirements regarding crime and statistical reporting.
- Knowledge of organizational design and processes.
- Knowledge of public budgeting.
- Knowledge of telecommunications and computer applications used in assigned sections.

### Skills

- Advanced leadership skills.
- Advanced skill in analyzing complex management issues, and researching and preparing management reports.
- Advanced skill in communication (oral and written) with the public, members of outside agencies, and employees.
- Advanced skill in establishing and maintaining effective working relationships with others.
- Advanced skill in fostering positive interactions with the community and Police Department.
- Advanced skill in making presentations and facilitating communication exchanges with the public and citizen committees.
- Advanced skill in problem solving and decision-making.
- Advanced skill in conflict management, facilitation, and negotiation.
- Advanced skill in supervision, personnel management, and fostering professional development.
- Advanced skill in managing diversity and working effectively with diverse populations.
- Advanced skill in fostering personal and professional development by example.
- Advanced skill in the development of policies and procedures.
- Advanced skill in grant writing and administration.
- Advanced skill in program management.
- Skill in the use of personal computers and communication equipment such as telephones, facsimile machines, etc.

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## **Abilities**

- Ability to project a professional image while managing changing demands on time, skills, and resources.
- Ability to remain flexible and adapt to changing circumstances and demands.
- Ability to identify and resolve a problem or potential problem through the exercise of personal initiative, use of problem solving skills, and knowledge of community resources.

## **EXPERIENCE, TRAINING AND EDUCATION**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration or related field. Extensive experience in local government management and supervision; experience working with computer networks; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

## **SPECIAL REQUIREMENTS/LICENSES**

Must possess a valid driver's license.

## **DESIRABLE EXPERIENCE, TRAINING AND CERTIFICATIONS**

Previous experience in community-involvement programs and generating support within the community for such programs.

## **PHYSICAL AND MENTAL DEMANDS**

While performing the duties of this position, the employee is frequently required to sit, stand, walk, stoop, crawl, feel, bend, climb, grasp, hear, handle, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve pushing, lifting, pulling and carrying materials weighing up to 15 pounds on a regular basis. Manual dexterity and coordination are required less than 50% of the work period while operating equipment such as computer keyboard and standard office equipment

Mental demands require decision making, interpersonal interactions, teamwork, customer service, mentoring, reading/writing/speaking/understanding English, training and supervision, negotiation, problem analysis, presentations, use of discretion, basic and advanced math, and independent judgment and/or action. Reasonable accommodation will be provided to otherwise qualified individuals with known disabilities.

## **WORKING CONDITIONS**

Usual office working conditions. The noise level in the work environment is typical of most office environments.

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Approved By \_\_\_\_\_ Date \_\_\_\_\_  
(Department Director)

Adopted By \_\_\_\_\_ Date \_\_\_\_\_  
(City Manager)

Established: 10/94 (Formerly titled Peer Court Coordinator)

Revised: 10/00

Revised: 05/01 (Formerly titled Youth Diversion Manager)

Revised: 11/01

Revised: 12/01

Revised: 3/2009

Revised: 09/14